

Title: Ice Maker Water Tube Frozen	
Creation Date: June 3, 2022	Service Pointer Number: HRQ-03-06-2022
Revision Date: August 11, 2022	Models: HRQ215N6BVD, HRQ215N6BWD
Symptom: Ice Maker Water Tube Frozen	

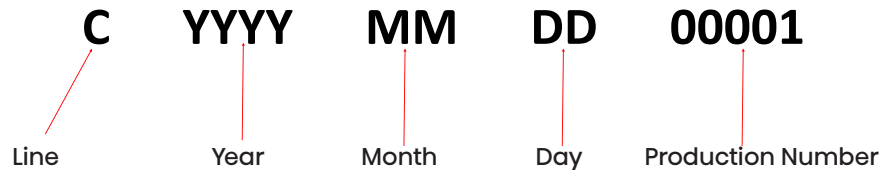
Issue:

Some units may experience an issue where the ice maker water line freezes up causing the unit to not produce ice.

If the liner of the freezer section is not deformed from the ice buildup, continue with the steps with this bulletin. If the liner is deformed please contact Hisense Technical Support and attach date stamped pictures of the Model/Serial tag and the deformed area to the service ticket.

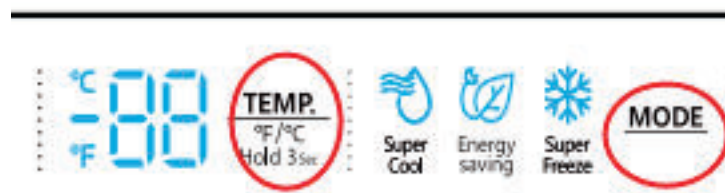
Serial Number Range:

MODEL NUMBER	SERIAL NUMBER RANGE	PART NUMBERS
HRQ215N6BVD, HRQ215N6BWD	All production up to C20220604xxxxx	K2269261 & K 2273193

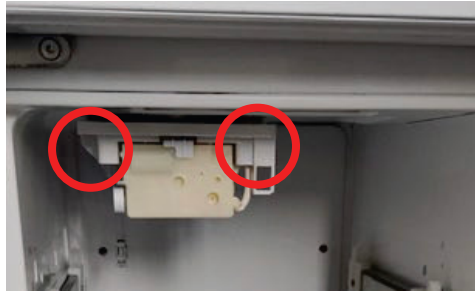


Repair: See Steps Below

1. Power off the unit.
2. Power the unit back on
3. Within 10 minutes of powering on, press and hold the TEMP and MODE buttons simultaneously for 3 seconds to force the water to fill. Observe if the unit is frozen or if water is flowing.



4. Unplug the unit and remove the 2 screws holding the icemaker in place. Disconnect the wires to the ice maker and the temperature sensor.

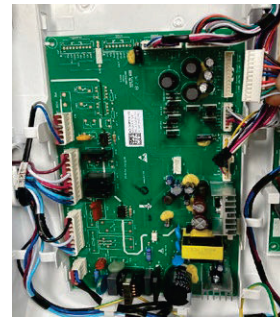


5. Once the ice maker is removed, verify the extent of the ice blockage in the water fill area. If there is ice blocking the water fill area use a steamer to remove the ice buildup (be careful to not damage the inner tank and water route).

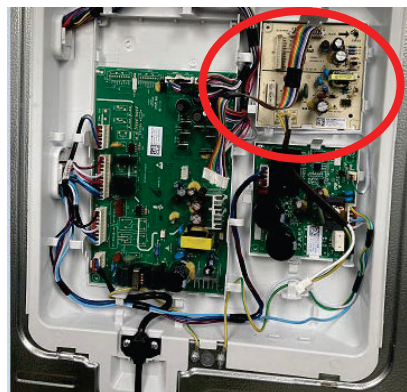


6. Reinstall the ice maker and test to see if water flows easily through the water fill area using the test in STEP 3

7. Remove the 3 screws for the cover of the control board on the rear of the unit, remove cover and replace the control board.

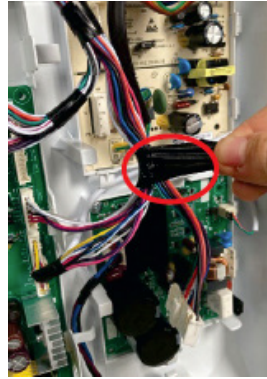
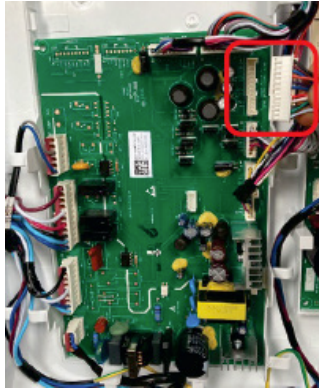


8. Next, install the adapter board for the fill tube heater in the upper right corner of the PCB area, and ensure the board is firmly installed.

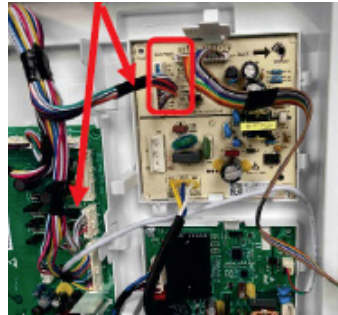


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9. Unplug CONNECTOR 1 of the main board and undo the tape around the wires.



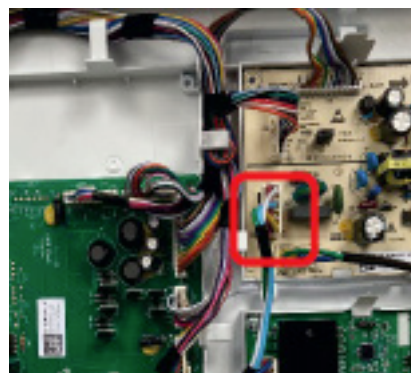
10. Plug CONNECTOR 1 into the CONNECTOR 3 connection on the adapter board. Untwist remaining wires to form two strands.



11. Install the CONNECTOR 2 of the adapter board into the CONNECTOR 1 SOCKET on the main control board

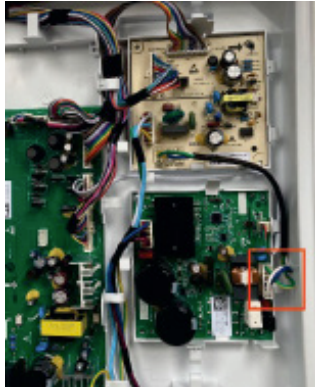


12. Remove CONNECTION A on the inverter board and plug into CONNECTOR SOCKET C on the adapter board.

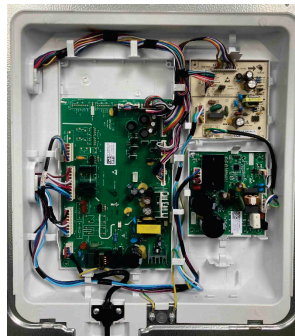


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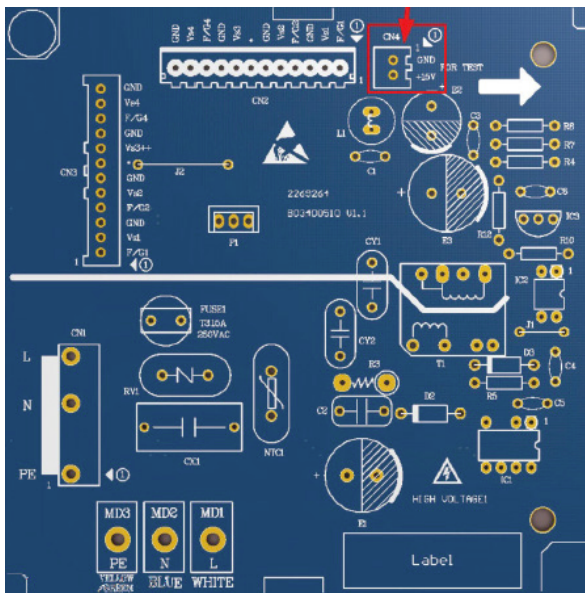
13. Plug CONNECTION B of the adapter board into CONNECTOR A SOCKET on the inverter board



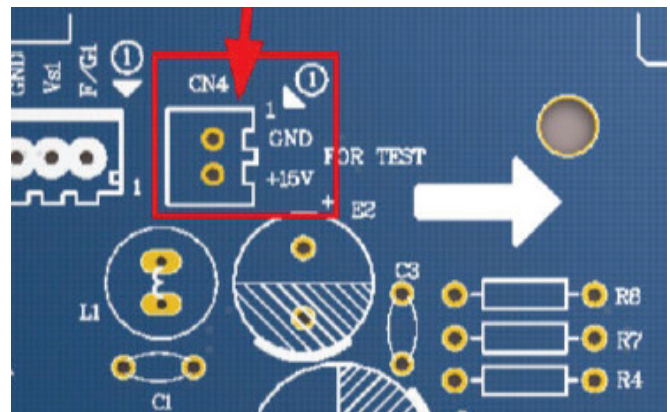
14. Arrange wires accordingly to be sure both the wires and connections remain secure. Verify all connections are secure.



15. Verify that the power output on the adapter board is correct by powering on the unit and using a multimeter (set to DC voltage) to measure the pins on CN4 of the adapter board. The DC voltage range should be within the range of 14.7Vdc ~15.3Vdc



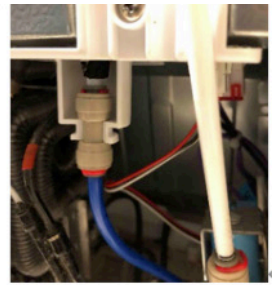
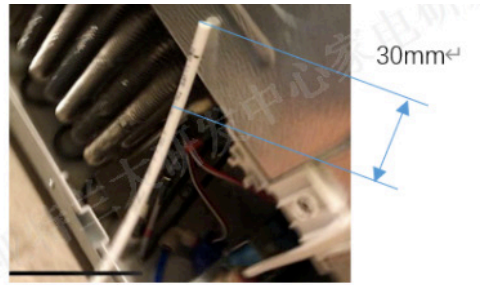
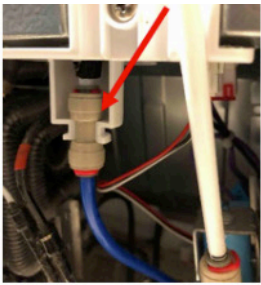
(Image of adapter board)



(Enlarged image of the CN4 area of the adapter board)

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16. Pull the waterline connection from the holder. Depress the fitting to remove the water line and pull line. From the end of the water line measure 30 mm and cut the water line. Reattach the line to the connector and reinsert the connector to the holder.



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